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South Carolina State Library

Strategic Plan

1998 - 2001



SOUTH CAROLINA
STATE
LIBRARY

S. C. STATE LIBRARY

SEP 28 1999

STATE DOCUMENTS

1998

SOUTH CAROLINA STATE LIBRARY STRATEGIC PLAN 1998-2001

INTRODUCTION

The staff of the South Carolina State Library has developed a strategic plan which charts the direction of the agency to the year 2001. In developing the plan, the staff considered where we are now, envisioned where we want to go, and outlined major paths we will take to reach our destination. We realize specifics of the plan may change in response to occurrences in the dynamic environment of today's information age.

The basic elements of the plan are:

- Mission
- Values
- Vision
- Role Statements
- Strategic Issues
- Goals

ANNUAL GOALS AND OBJECTIVES PLAN

The State Library will develop annual goals and objectives based upon the strategic plan. In developing this document, all departments of the State Library will identify objectives which contribute toward the attainment of goals and strategic goals. This document is approved by the State Library Board.

ANNUAL BUSINESS PLAN

The State Library will develop an annual business plan based upon the Annual Goals and Objectives. In this plan, all departments of the State Library will identify specific activities they will perform in meeting objectives. These activities will be relevant, specific and able to be completed within the planning year. The Annual Business Plan will be the compilation of all departments' actions for the year as they relate to the Annual Goals and Objectives. Progress will be reported quarterly.

ANNUAL REPORT OF ACCOMPLISHMENTS

This report will provide the opportunity of accessing progress towards our vision.

The plan was approved by the S.C. State Library Board on _____

SOUTH CAROLINA STATE LIBRARY STRATEGIC PLAN 1998-2001

I. MISSION

The South Carolina State Library's mission is to improve library services throughout the state and to ensure all citizens access to libraries and information resources adequate to meet their needs. The State Library supports libraries in meeting the informational, educational, cultural, and recreational needs of the people of South Carolina.

II. VALUES

A. QUALITY

The South Carolina State Library endeavors to provide services of the highest quality.

B. KNOWLEDGE

The South Carolina State Library believes that a well-trained and knowledgeable staff is its greatest asset.

C. FREEDOM OF INFORMATION

The South Carolina State Library believes freedom of expression is a fundamental right of a democratic society and supports the Library Bill of Rights and the Freedom to Read Statement.

D. ACCESS TO INFORMATION

The South Carolina State Library believes that all citizens regardless of their location or means should have access to library and information services.

E. EQUITABLE TREATMENT

The South Carolina State Library provides services to its customers in a fair and unbiased manner.

III. VISION

The South Carolina State Library is a leader in the planning and implementation of effective informational and library services for the people of South Carolina. It is a vital component of the State's information infrastructure.

IV. ROLE STATEMENTS

A. STATEWIDE LIBRARY COOPERATION

The South Carolina State Library has a proactive role in developing initiatives and strategies to ensure that libraries statewide, regardless of type, interact to obtain the maximum benefit from their collections and offer services to meet the needs of the citizens of South Carolina.

B. PUBLIC LIBRARY DEVELOPMENT

The South Carolina State Library has the responsibility to support the development of effective public library services. The people of South Carolina depend on public libraries as an essential community resource. Libraries offer a variety of materials and services for information, enjoyment, and independent learning. Building on a heritage of serving all, regardless of means or ability, public libraries will continue to guarantee South Carolinians access to information needed to meet the challenges of the 21st Century.

C. INFORMATION SERVICE

The South Carolina State Library is an information center providing information services to South Carolinians through their local libraries, to state government personnel, and to individuals unable to use conventional print materials due to physical handicaps. Its services support the educational development of the citizens of South Carolina, thereby increasing the quality of life. As a unit of state government, the State Library provides information services which contribute to a well-informed workforce resulting in a more efficient state government operation.

V. STRATEGIC GOALS TO MEET THE NEEDS OF THE PEOPLE OF SOUTH CAROLINA

STRATEGIC GOAL A: PROVIDE INFORMATION RESOURCES AND SERVICES TO MEET THE NEEDS OF THE PEOPLE OF SOUTH CAROLINA

Goal 1. Serve as a partner with other libraries and information suppliers in providing information needed by South Carolinians in their daily lives.

Goal 2. Serve as the principal agent to advise, guide, and assist South Carolinians whose access to information is limited due to a disability which prevents the use of standard library formats.

Goal 3. Serve as the principal agent to advise, guide, and assist state government personnel in their quests for information.

STRATEGIC GOAL B: PROVIDE STATEWIDE PROGRAMS TO SUPPORT LOCAL LIBRARY SERVICES

Goal 1. Ensure that all South Carolina citizens receive effective and high quality library services through their public library.

Goal 2. Promote the development of effective library programs which encourage the reading and educational achievement of the State's children and youth.

Goal 3. Provide a targeted continuing education program to train library staff in order to improve library service to the community.

Goal 4. Provide technical assistance in planning for and management of library resources.

STRATEGIC GOAL C: SERVE AS THE ADVOCATE FOR LIBRARIES IN SOUTH CAROLINA

Goal 1. Encourage an awareness of the roles libraries have in providing citizens free and equal access to information.

Goal 2. Promote library services and reading throughout the state as an integral component of the educational process and as a contributor to the economic development of the state.

STRATEGIC GOAL D: ENCOURAGE COOPERATION AMONG LIBRARIES OF ALL TYPES

Goal 1. Encourage the development of library networks for resource sharing.

Goal 2. Cooperate with other agencies within the State's information and telecommunications infrastructure to ensure that libraries are included in all statewide initiatives.

STRATEGIC GOAL E: CONTINUOUSLY IMPROVE STATE LIBRARY OPERATIONS AND SERVICES

Goal 1. Operate as a total quality management agency.

Goal 2. Provide policies, plans, physical facilities, and equipment for State Library operations.

SOUTH CAROLINA STATE LIBRARY

Goals and Objectives 1998-99

Supplement to Strategic Plan 1998-2001

STRATEGIC GOAL A: PROVIDE INFORMATION RESOURCES AND SERVICES TO MEET THE NEEDS OF THE PEOPLE OF SOUTH CAROLINA

Goal 1. Serve as a partner with other libraries and information suppliers in providing information needed by South Carolinians in their daily lives.

Objectives:

- a. Extend access to State Library's Interlibrary Loan Service to high schools in the state.
- b. Enhance the State Library's bibliographic database.
- c. Enhance the State Library's Homepage and encourage citizens, libraries, and state government employees to use it as an access point for information.
- d. Implement procedure for local libraries to access the State Library's Interlibrary Loan Service via the Internet.

Goal 2. Serve as the principal agent to advise, guide, and assist South Carolinians whose access to information is limited due to a disability which prevents the use of standard library formats.

Objectives:

- a. Promote the services of the Department for the Blind and Physically Handicapped (DBPH).
- b. Develop a plan to make State Library databases accessible to both in-house and remote users who are unable to read computer screens due to a disability.
- c. Encourage public libraries to have an awareness of the needs of individuals with visual impairments.

Goal 3. Serve as the principal agent to advise, guide, and assist state government personnel in their quests for information.

Objectives:

- a. Encourage remote use of the State Library's resources.
- b. Conduct promotion campaign to inform State Government personnel of State Library services available to them.

STRATEGIC GOAL B: PROVIDE STATEWIDE PROGRAMS TO SUPPORT LOCAL LIBRARY SERVICES

Goal 1. Ensure that all South Carolina citizens receive effective and high quality library services through their public library.

Objectives:

- a. Promote use of standards/guidelines for evaluation of public libraries and public library services.
- b. Customize the consultant services available from the State Library to meet the needs of individual libraries.
- c. Implement the automated collection of library statistics.
- d. Examine Institute of Museum and Library Services (IMLS) developed guidelines for evaluation of Library Services and Technology Act (LSTA) program.
- e. Obtain \$2 per capita (\$50,000 minimum) State Aid

Goal 2. Promote the development of effective library programs which encourage the reading and educational achievement of the State's children and youth.

Objectives:

- a. Increase participation in the statewide summer reading program, including participation by children with disabilities.
- b. Develop an outreach campaign to assist citizens in the selection of books for children.
- c. Provide core collections of resource materials for use by workers in child care centers and by parents.
- d. Conduct a train the trainer workshop for public library staff who work with child care providers.

Goal 3. Provide a targeted continuing education program to train library staff in order to improve library service to the community.

- a. Coordinate the continuing education program.
- b. Identify a method for public library trustee training and development.

- c. Investigate and issue a report on alternative methods of delivering continuing education to local libraries.

Goal 4. Provide technical assistance in planning for and management of library resources.

Objectives:

- a. Provide training and consultation services on electronic information and organization of electronic information.
- b. Provide support for the Internet/ Telecommunications Project.
- c. Provide support for the Universal Service Program (E-rate).
- d. Develop an awareness of proper preservation techniques to enhance the longevity of library collections.

STRATEGIC GOAL C: SERVE AS THE ADVOCATE FOR LIBRARIES IN SOUTH CAROLINA

Goal 1. Encourage an awareness of the roles libraries have in providing citizens free and equal access to information.

Objectives:

- a. Promote the adoption of a State Information Policy.
- b. Conduct a comprehensive public relations/information program.

Goal 2. Promote library services and reading throughout the state as an integral component of the educational process and as a contributor to the economic development of the state.

Objectives:

- a. Develop a three-year plan for the Palmetto Book Alliance - an affiliate of the Library of Congress Center for the Book.
- b. Strengthen the State Library Foundation.
- c. Provide assistance to the Friends of South Carolina Libraries (FOSCL).

STRATEGIC GOAL D: ENCOURAGE COOPERATION AMONG LIBRARIES OF ALL TYPES

Goal 1. Encourage the development of library networks for resource sharing.

Objectives:

- a. Expand and strengthen interlibrary loan (ILL) practices in public libraries.
- b. Continue and expand DISCUS -- SC's Virtual Library.
- c. To encourage cooperative procurement of electronic information products by libraries statewide.

Goal 2. Cooperate with other agencies within the State's information and telecommunications infrastructure to ensure that libraries are included in all statewide initiatives.

Objectives:

- a. Assure that State Library staff serve on state government teams/committees involved with information delivery.

STRATEGIC GOAL E: CONTINUOUSLY IMPROVE STATE LIBRARY OPERATIONS AND SERVICES

Goal 1. Operate as a total quality management agency.

Objectives:

- a. Develop a staff development policy and implementation procedures.

Goal 2. Provide policies, plans, physical facilities, and equipment for State Library operations.

Objectives:

- a. Retrofit the old Archives building for State Library expansion
- b. Retrofit Senate Street facility.
- c. Enhance computer operations.

SOUTH CAROLINA STATE LIBRARY

Annual Business Plan 1998-99

Introduction

The State Library's Annual Business Plan 1998-99 supplements the Annual Goals and Objectives 1998-99 which is based upon the State Library's Strategic Plan, 1998-2001. The Annual Business Plan contains actions, timeframes, and departmental and/or committee/team assignments. Abbreviations used are:

A=Administration
B=Blind & Physically Handicapped
L=Library Development
N=Network Services
R=Reader Services
T=Technical Services
CE=Continuing Education Committee
HP=Home Page Team
PR=Public Relations Committee

SOUTH CAROLINA STATE LIBRARY Annual Business Plan 1998-1999

STRATEGIC GOAL A: PROVIDE INFORMATION RESOURCES AND SERVICES TO MEET THE NEEDS OF THE PEOPLE OF SOUTH CAROLINA

Goal 1. Serve as a partner with other libraries and information suppliers in providing information needed by South Carolinians in their daily lives.

Objectives:

- a. Extend access to State Library's Interlibrary Loan Service to high schools in the state. (1st - 4th quarters) (R,N)

Actions:

- 1) Send reminder notices to participating libraries. (1st quarter)
- 2) Provide service and support to new users. (1st - 4th quarters)
- 3) Evaluate costs associated with service. (4th quarter)

- b. Enhance the State Library's bibliographic database. (1st - 4th quarters) (T)

Actions:

- 1) Begin input of retrospective holdings of non-current periodicals (3d quarter and ongoing) (T)
- 2) Complete the input of holdings for current periodicals. (1st - 4th quarters)
- 3) Begin creating links in the catalog records to the Internet (3d quarter)

- c. Enhance the State Library's Homepage and encourage citizens, libraries, and state government employees to use it as an access point for information. (1st quarter and ongoing) (HP)

Actions:

- 1) Identify new initiatives for the home page and develop related content. (Ongoing)
- 2) Promote awareness of home page. (Ongoing)

- d. Implement procedure for local libraries to access the State Library's Interlibrary Loan Service via the Internet. (2d - 4th quarters) (N,R)

Actions:

- 1) Evaluate the potential impact on users of the new WEB version of the online catalog. (2d quarter)

- 2) Form a team with Reader Services/Network Services staff to identify desired elements and arrange for design of form. (2d - 3d quarters)
- 3) Test use of on-line request format with selected libraries before releasing final product. (4th quarter)

Goal 2. Serve as the principal agent to advise, guide, and assist South Carolinians whose access to information is limited due to a disability which prevents the use of standard library formats.

Objectives:

- a. Promote the services of the Department for the Blind and Physically Handicapped (DBPH). (1st - 4th quarters) (B,PR)

Actions:

- 1) Develop a fact sheet for use by institutional patrons. (1st quarter)
 - 2) Exhibit at events aimed at the disability field. (Ongoing)
 - 3) Enhance DBPH web page (2d quarter)
 - 4) Produce regular feature for agency newsletter. (Ongoing)
- b. Develop a plan to make State Library databases accessible to both in-house and remote users who are unable to read computer screens due to a disability. (1st - 4th quarters) (N,B,A)

Actions:

- 1) Reconstitute the Database Access Team. (1st quarter)
 - 2) Gather and review information on activity at other sites, availability of appropriate hardware/software, access points, suitable databases/cd-roms, etc. (2d - 3d quarters)
 - 3) Make recommendations concerning equipment needs. (3d quarter)
- c. Encourage public libraries to have an awareness of the needs of individuals with visual impairments. (1st - 4th quarters) (B,PR,L)

Actions:

1. Coordinate a pilot workshop for library staff on use of assistive devices. (1st quarter)
2. Develop a brochure explaining procedures for establishing and promoting local library deposit/demonstration talking book collections. (3d quarter)
3. Disseminate to county libraries relevant information received from NLS. (Ongoing)

4. Disseminate, as identified, information that will assist libraries in their efforts to make collections and services accessible. (Ongoing)

Goal 3. Serve as the principal agent to advise, guide, and assist state government personnel in their quests for information.

Objectives:

- a. Encourage remote use of the State Library's resources. (1st - 4th quarters) (R,N)

Actions:

- 1) Develop a special web page for state employees (LION's Den); present to test groups. (1st quarter)
- 2) Develop promotional/training plan. (1st quarter)
- 3) Implement promotional/training plan. (2d - 4th quarters)
- 4) Monitor use of Interagency Mail Service for book delivery. (1st - 4th quarters)
- 5) Work with SC Archives and History in a pilot project to explore methods of encouraging remote use. (1st quarter and ongoing)

- b. Conduct promotion campaign to inform State Government personnel of State Library services available to them. (R,PR)

Actions:

- 1) Incorporate a special web page for state employees (LION's Den) into existing State Government Promotion plan. (1st quarter)
- 2) Identify and conduct appropriate training programs. (1st - 4th quarters)
- 3) Make presentations to and mount exhibits at targeted agencies. (1st - 4th quarters)

STRATEGIC GOAL B: PROVIDE STATEWIDE PROGRAMS TO SUPPORT LOCAL LIBRARY SERVICES

Goal 1. Ensure that all South Carolina citizens receive effective and high quality library services through their public library.

Objectives:

- a. Promote use of standards/guidelines for evaluation of public libraries and public library services. (1st quarter - 4th quarter) (L)

Actions:

- 1) Distribute standards to public library community. (1st quarter)
- 2) Convene a series of meetings by size of library to discuss standards implementation. (2d -3d quarters)

- 3) Present standards at library board meetings. (2d quarter and ongoing)
- b. Customize the consultant services available from the State Library to meet the needs of individual libraries. (1st - 4th quarters) (L)

Actions:

- 1) Staff identify libraries to be targeted for special assistance. (1st quarter)
- 2) Action plan for delivery of consultant services developed. (1st - 2d quarters)
- c. Implement the automated collection of library statistics. (1st quarter) (L,N)

Actions:

- 1) Distribute data disk along with the paper statistical forms for optional use by local libraries. (1st quarter)
- 2) Troubleshoot problems which may occur. (1st quarter)
- 3) Report results to local libraries. (2d - 3d quarters)
- d. Examine Institute of Museum and Library Services (IMLS) developed guidelines for evaluation of Library Services and Technology Act (LSTA) program. (1st - 2d quarters) (L,A)

Actions:

- 1) Develop method to use in evaluating LSTA. (1st -2d quarter)
- 2) Communicate evaluation guidelines to library community. (2d quarter)
- 3) Submit FY 98 LSTA evaluation. (2d quarter)
- e. Obtain \$2 per capita (\$50,000 minimum) State Aid (1st quarter - 4th quarter) (A)

Actions:

- 1) Do intense, customized promotion campaign in conjunction with first State Aid dispersal. (1st quarter)
- 2) Develop budget request based upon \$2 (\$50,000 minimum). (2d quarter)
- 3) Support Association of Public Library Administrator's (APLA) campaign as appropriate. (3d - 4th quarters)

Goal 2. Promote the development of effective library programs which encourage the reading and educational achievement of the State's children and youth.

Objectives:

- a. Increase participation in the statewide summer reading program, including participation by children with disabilities. (1st - 4th quarters) (B)

Actions:

- 1) Develop a plan to use LSTA funds to supplement the purchase of summer reading promotional materials. (1st quarter)
 - 2) Evaluate results of 1998 summer reading program. (2d quarter)
 - 3) Produce a promotional spot for use with schools for summer reading 1999. (2d quarter)
 - 4) Promote summer reading program at annual convention of SC Association of School Librarians. (3d quarter)
 - 5) Conduct special outreach to children with disabilities. (3d - 4th quarters)
- b. Develop an outreach campaign to assist citizens in the selection of books for children. (1st quarter - 4th quarters) (L,PR)

Actions:

- 1) Complete work on additional reading list, "Early Chapter Books." (1st quarter)
 - 2) Develop a method of tying the various children's reading lists into a total package aimed at adults. (1st quarter)
 - 3) Develop bookmark promoting the giving of books. (1st - 2d quarters)
- c. Provide core collections of resource materials for use by workers in child care centers and by parents. (2d - 4th quarters) (L)

Actions:

- 1) Purchase materials and install collections. (1st - 2d quarters)
 - 2) Promote collections. (3d quarter and on-going)
- d. Conduct a train the trainer workshop for public library staff who work with child care providers. (4th quarter) (L)

Actions:

- 1) Develop workshop. (3rd quarter)
- 2) Conduct workshop. (4th quarter)

Goal 3. Provide a targeted continuing education program to train library staff in order to improve library service to the community. (L,CE)

- a. Coordinate the continuing education program. (Ongoing) (L,CE)

Actions:

- 1) Implement the CE activities contained in the annual CE calendar. (Ongoing)
- 2) Conduct a CE needs assessment. (3d quarter)

- b. Identify a method for public library trustee training and development. (1st - 4th quarters) (L,CE)

Actions:

- 1) Compile and publish a resource handbook for trustees. (1st - 3d quarters)
- 2) Develop and conduct a workshop/retreat for library trustees. (1st - 3rd quarters)
- 3) Continue orientation process for new trustees. (Ongoing)

- c. Investigate and issue a report on alternative methods of delivering continuing education to local libraries. (3d quarter - 4th quarter) (L)

Actions:

- 1) Meet with University of South Carolina Distance Education Office. (3d quarter)
- 2) Determine location of ETV satellite downlink sites around the state. (3d quarter)
- 3) Investigate with ETV the possibility of videotaping certain State Library CE offerings. (4th quarter)

Goal 4. Provide technical assistance in planning for and management of library resources.

Objectives:

- a. Provide training and consultation services on electronic information and organization of electronic information. (1st quarter - 4th quarter) (R,HP,CE)

Actions :

- 1) Provide consultation services on electronic information resources including assistance in: identification of appropriate products/services; making selection decisions based upon content, pricing and technical requirements to public libraries as well as state government employees. (Ongoing)
- 2) Develop and conduct formal training programs that focus on use of electronic information for both library staff and state government employees. (1st - 4th quarters)
- 3) Develop and conduct Internet training in support of the SConnects project. (1st - 4th quarters)

- b. Provide support for the Internet/ Telecommunications Project. (Ongoing) (N)

Actions:

- 1) Survey status of connectivity. (1st quarter)
 - 2) Work with those libraries still without public Internet access and with OIR to complete statewide connectivity. (Ongoing)
- c. Provide support for the Universal Service Program (E-rate). (Ongoing) (N)
- 1) Provide assistance on E-rate issues. (Ongoing)
 - 2) Monitor status of technology plans of local public libraries. (Ongoing)
- d. Develop an awareness of proper preservation techniques to enhance the longevity of library collections. (Ongoing) (N,L)

Actions:

- 1) Monitor the activities of the SC Preservation Project. (Ongoing)
- 2) Conduct a major workshop on the handling of local history materials. (1st quarter)
- 3) Cooperate with other statewide organizations such as Palmetto Archives, Libraries, and Museums Council on Preservation (PALMCOP) and State Historical Records Advisory Board (SHRAB). (Ongoing)

STRATEGIC GOAL C: SERVE AS THE ADVOCATE FOR LIBRARIES IN SOUTH CAROLINA

Goal 1. Encourage an awareness of the roles libraries have in providing citizens free and equal access to information.

Objectives:

- a. Promote the adoption of a State Information Policy. (1st quarter - 4th quarter) (A)

Actions:

- 1) Encourage the Information Resources Council to include the establishment of a State Information Policy as a strategic goal. (1st quarter)
 - 2) Develop and implement a promotional strategy to inform policy makers of the public's right to free access to government information in all formats. (2d quarter and ongoing)
 - 3) Prepare an article for distribution to statewide library organizations on the need for a State Information Policy. (2d quarter)
- b. Conduct a comprehensive public relations/information program. (1st quarter - 4th quarter) (PR,A)

Actions:

- 1) Implement Year 2 of statewide promotion plan, "SC Connects" with emphasis on DISCUS and annual pr calendar. (1st quarter and ongoing)
- 2) Prepare staff awareness packet on DISCUS and distribute. (1st quarter)
- 3) Extract appropriate portions from "SC Connects" campaign for use with academic and K-12 school libraries. (2d - 3d quarters)
- 4) Implement annual pr calendar. (1st - 4th quarters)

Goal 2. Promote library services and reading throughout the state as an integral component of the educational process and as a contributor to the economic development of the state.

Objectives:

- a. Develop a three-year plan for the Palmetto Book Alliance - an affiliate of the Library of Congress Center for the Book. (1st -2d quarters) (A)

Actions:

- 1) Develop a mission statement and print a promotional brochure. (1st quarter)
 - 2) Identify possible activities and partnerships. (1st quarter)
 - 3) Convene advisory committee. (2d quarter)
 - 4) Assign managerial responsibilities and establish a budget (2d quarter)
 - 5) Outline promotional activities. (2d quarter)
 - 6) Compile plan. (2d quarter)
- b. Strengthen the State Library Foundation. (1st quarter - 4th quarter) (A)
Actions:
 - 1) Compile and publish a descriptive brochure on the Foundation's activities. (1st quarter)
 - 2) Continue solicitation campaign. (1st quarter - 4th quarter)
 - 3) Continue project to increase Summer Reading Club participation. (3d quarter - 4th quarter)
 - 4) Identify other possible projects. (3d quarter)
 - c. Provide assistance to the Friends of South Carolina Libraries (FOSCL). (Ongoing) (A)

Actions:

- 1) Provide administrative support for ongoing operations. (Ongoing)
- 2) Assist in developing guide for local friends groups. (1st quarter)

STRATEGIC GOAL D: ENCOURAGE COOPERATION AMONG LIBRARIES OF ALL TYPES

Goal 1. Encourage the development of library networks for resource sharing.

Objectives:

- a. Expand and strengthen interlibrary loan (ILL) practices in public libraries. (1st quarter - 4th quarter) (R,CE,N)

Actions:

- 1) Appoint an internal committee to study the decline in public library use of ILL and to make recommendations. (1st quarter)
- 2) Committee issues its findings. (2d quarter)
- 3) Introduce Web version of LION to public libraries. (2d - 3d quarters)
- 4) Develop promotional/training activities to encourage local libraries to use SCSL's Interlibrary Loan Service. (3d - 4th quarters)

- b. Continue and expand DISCUS -- SC's Virtual Library. (1st - 4th quarters) (A,R,CE)

Actions:

- 1) Determine DISCUS staffing requirements. (1st quarter)
- 2) Expand present databases to K-12 schools. (1st quarter)
- 3) Work with K-12 database assessment committee. (1st - 2d quarters)
- 4) Arrange for evaluation of additional products and negotiate contract(s). (2d - 3d quarters)
- 5) Reconstitute DISCUS oversight committees. (1st quarter)
- 6) Coordinate training activities associated with project (1st - 4th quarters)
- 7) Begin evaluation of DISCUS products. (4th quarter)

- c. To encourage cooperative procurement of electronic information products by libraries statewide. (R,A) (1st - 4th quarters)

Actions:

- 1) Serve as a key member of the SC Group Database Licensing Project. (Ongoing)
- 2) Work with SOLINET on possible group purchases. (Ongoing)
- 3) Prepare an article for the SC library community on the group licensing efforts. (2d quarter)

Goal 2. Cooperate with other agencies within the State's information and telecommunications infrastructure to ensure that libraries are included in all statewide initiatives.

Objectives:

- a. Assure that State Library staff serve on state government teams/committees involved with information delivery. (Ongoing) (A)

Actions:

- 1) Monitor developments related to the South Carolina Information Locator Service (SCILS) (Ongoing)
- 2) Attend all Information Technology (IT) Advisory Committee meetings. (Ongoing)
- 3) Provide information and support to Citizens Access to Government Information Committee of the State Information Resources Council. (Ongoing)

STRATEGIC GOAL E: CONTINUOUSLY IMPROVE STATE LIBRARY OPERATIONS AND SERVICES

Goal 1. Operate as a total quality management agency.

Objectives:

- a. Develop a staff development policy and implementation procedures. (2d quarter - 3d quarter) (A)

Actions:

- 1) Prepare staff development policy and submit to State Library Board. (1st quarter)
- 2) Designate a staff committee to assess and identify staff training needs. (2d quarter)
- 3) Compile staff development guidebook. (3d quarter)

Goal 2. Provide policies, plans, physical facilities, and equipment for State Library operations.

Objectives:

- a. Retrofit the old Archives building for State Library expansion (1st - 4th quarters) (A,L,N,B)

Actions:

- 1) Work with General Services on renovation plans (1st - 2d quarters)
 - 2) Acquire used furnishings from Archives. (1st quarter)
 - 3) Appoint a committee to make recommendations concerning nomenclature, address, telephone, etc. in the two facilities. (2d quarter)
 - 4) Complete space plans. (2d quarter)
 - 5) Select wall and floor finishes. (2d quarter)
 - 6) Relocate Administration, Library Development and DBPH to new facility (3d - 4th quarters)
- b. Retrofit Senate Street facility. (2d - 4th quarters) (A, R, N)

Actions:

- 1) Prepare space plans utilizing space freed by move to new facility. (2d quarter)
- 2) Occupy extra space. (3d - 4th quarters)
- 3) Monitor waterproofing of front plaza area to assure public accessibility to the building. (2d quarter)

- c. Enhance computer operations. (Ongoing) (N)

Actions:

- 1) Acquire and install additional server to support Web catalog. (1st quarter)
- 2) Upgrade DBPH staff to PC's. (3d - 4th quarters)
- 3) Upgrade internal PC network telecommunications links. (3d - 4th quarters)
- 4) Review dial access modem requirements and upgrade if necessary. (4th quarter)
- 5) Establish new connectivity for OCLC. (2d quarter)
- 6) Establish new network for accounting/personnel. (3d - 4th quarters)
- 7) Review the need for firewall protection and install one as required. (2d - 3d quarters)